

# Property Maintenance Re-inspections Over 30 Days Past Due Codes & Regulations



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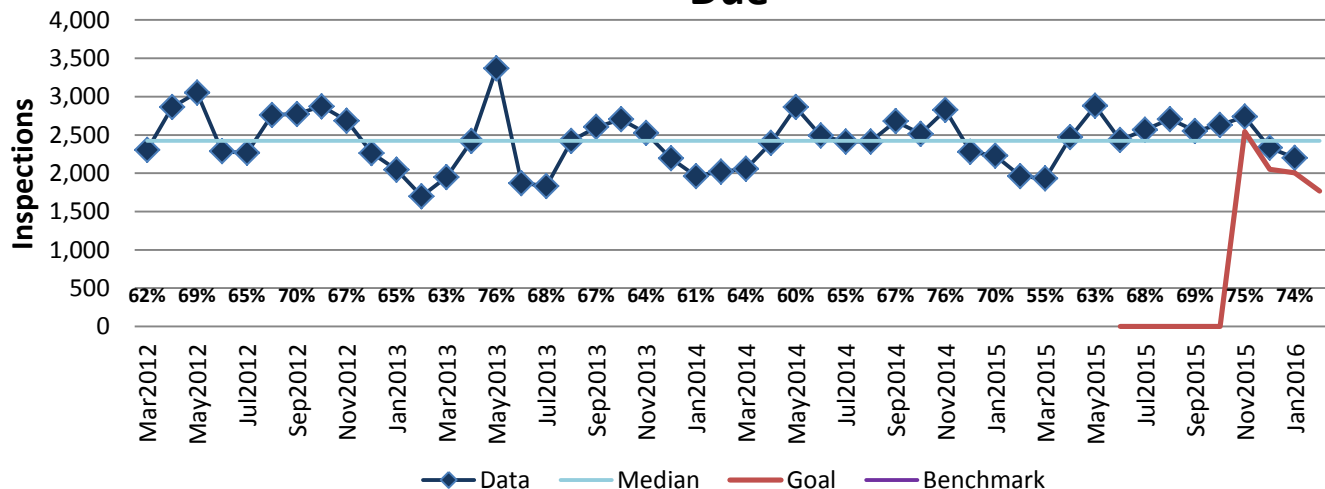
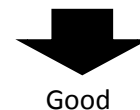
Process: Property Maintenance

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: FY12 2,459 cases over due each month Goal: 10% Reduction in inspections over 30 days past due year over year.  Benchmark: TBD	Data Source: Hansen  Goal Source: Dept Management Team  Benchmark Source: TBD	Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: The number of inspections that are not completed within 30 days of the re-inspection date Why Measure: Measure our ability to followup on maintenance problems. Next Improvement Step: Fill openings, evaluate and target inspections by area.

## How Are We Doing?

Mar2015-Feb2016 12 Month Goal	Mar2015-Feb2016 12 Month Actual		Jan2016 Goal	Jan2016 Actual	
<b>8,366</b>	<b>27,440</b>		<b>2,005</b>	<b>2,201</b>	
Inspections	Inspections		Inspections	Inspections	

## Property Maintenance Re-inspections Over 30 Days Past Due



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.